RECORDING AND REPORTING PERFORMANCE

A GUIDE TO THE PERFORMANCE MEASURE REPORTING TOOL

CONTENTS

QUARTERLY PERFORMANCE REPORTING

INSTRUCTIONS FOR AGENCIES

THE QUARTERLY PERFORMANCE REPORT:

WHAT IS IT?

The Quarterly Performance Report is a measure of all unduplicated clients served in a quarter, regardless of the funding source used to provide services. The report has two sections:

- The Outputs section measures actual numbers of clients
- The Outcomes section measures the success rate for a given pre-defined City goal

WHEN IS IT DUE?

The report is due by 5:00p.m. on the 15th of the month following the end of the reporting period.

- Reporting for the months of October through December are due on the 15th of January
- Reporting for the months of January through March are due on the 15th of April
- Reporting for the months of April through June are due on the 15th of July
- Reporting for the months of July through September are due on the 15th of October

If the 15th falls on a holiday or weekend then the due date is the first business day following the 15th.

QUICK INFORMATION:

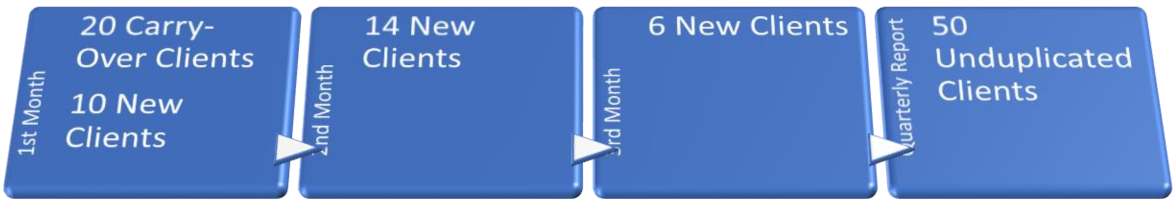
- Your performance report should report total program performance, not just City performance.
- You will need to complete and upload the Quarterly Performance Reporting Tool Excel file with your PartnerGrants report.
- This Quarter Actuals refers to the totals for the current quarter.
- Previous Quarter Adjusted refers to either carry forward for Q1 <u>OR</u> revisions to previously reported and approved quarter calculations.
- This Quarter Revised should auto populate based on numbers for the previous two fields.
- Quarterly Performance Reports are due on the fifteenth day of the month following the end of the quarter. If you will be late submitting, contact your Contract Manager before the due date.

WHO IS COUNTED FOR THE OUTPUT?

All clients served in a quarter regardless of the funding source are counted. The number is de-duplicated – people who have already been served during the fiscal year are removed from the list so that only first-time clients are counted. In the 1st quarter, any clients who are still being served from the previous fiscal year are carried over into the new fiscal year as new clients.

EXAMPLE 1:

- At the beginning of the fiscal year, there are 20 clients still receiving services who were reported in the previous fiscal year
- In the first month, there are 10 new clients
- In the second month, there are 14 new clients
- In the third month, there are 6 new clients
- The Q1 Performance Report would show a total of 50 unduplicated clients



EXAMPLE 2:

- In the 4th month, there are 3 new clients and 15 existing clients from the previous quarter
- In the 5th month, there are 15 new clients and 4 repeat clients signing-up who had gotten help in the 1st Quarter.
- In the 6th month, there are 8 new clients.
- The Quarterly Report would show a total of 26 unduplicated clients.

WHO IS COUNTED IN THE OUTCOMES SECTION?

The outcome is a measure of the success for an Agreement and counts the total number of clients who exit a program or are tested in some manner versus the number of those clients who meet the Program's goals.

- The specific goals for a Program can be found in the Program Performance Measures Definition Tool, which gives a detailed explanation for both the Outputs and Outcomes and defines which clients are to be included in each measure.
- The Outcomes list a numerator, denominator, and an Outcome rate.
    - The numerator is the total number of clients who were tested that showed an improvement based on the Program Performance Measure Definition Tool
    - The denominator is the total number of clients being measured
    - The Outcome rate is the numerator divided by the denominator

EXAMPLE:

- Outcome 1C
  - Numerator – The number of households maintaining housing because of essential services
  - Denominator – The number of households receiving essential services

4 Households that maintained housing

2 Households that failed to maintain housing

6 Households receiving essential services

- In the above example, the number of households receiving that maintained their housing because of essential services was 4 out of a possible 6, which gives a 66.67% success rate

USING THE QUARTERLY PERFORMANCE REPORTING TOOL:

The Combined Tool simplifies performance reporting by combining the Performance Measurement Definition Tool (PMDT) and the Performance Reporting Tool. The Combined Tool puts everything in the same document for easy access to negotiated performance measures and definitions while reporting on quarterly performance. Once negotiations have been completed and the performance measures to be used for the year have been determined, all un-used sections will be removed by APH staff so agencies can fill in data in a format that more closely matches that of the PartnerGrants system.

FORMATTING AND LAYOUT:

Only input information into cells that are this peach color →

Never input or edit cells that are this white or gray color →

The grey cells contain formulas that link between tabs – these will be locked after negotiations have completed.

NEGOTIATIONS:

GENERAL INFORMATION:

The Performance Measure Definition Tool section is used during the negotiation phase and will be completed by agency staff and sent to the contract manager.

Agency:	
Program:	
Performance Contact:	
Telephone:	
Contract Manager:	
Telephone:	

UNDUPLICATED CLIENTS SERVED:

All programs are required to report the number of unduplicated clients served during the program period. This number is broken out into two categories: The City goal and the goal for all other funders. If a program is 100% funded through the City of Austin then the City Goal will be populated while the Other Funding Goal will be left blank. If, for example, a program is funded 20% by the City, then the expected number of clients served by City funds would be the total expected for the program period multiplied by the City's percentage of funding – so a program with an output goal of 100 unduplicated clients would show 20 for the City Goal and 80 for their Other Funding Goal.

Output:	Unduplicated Clients Served:			
Unduplicated Clients Served in 12-Month Period:			**Calculation Method**	**Who is reponsible for collecting the data and how often?**
City Goal:				
Other Funding Goal:				
Total Program Goal:	**0**			

Other sections provide information related to the specific measurements being reported and should include:

- Calculation Method: How is the data calculated?
- Who is responsible for collecting the data and how often is it collected?
- Are there any special definitions, inclusions, exclusions, or other notes that would be needed in order to determine how the reported numbers were collected?
    - This information is especially useful if there is any staff turnover as it helps new agency staff determine how to correctly capture the required performance data.
- What is the source for the measurement being reported? Is it from a database, spreadsheet, or taken from sign-in sheets or other forms of paperwork?
- Who is responsible in the agency for collecting, preparing, and reporting the data?

The sections listed above are repeated for all Outputs and Outcomes that are measured and should be filled out as completely as possible.

SUPPLEMENTAL OUTPUTS:

Supplemental Outputs are additional outputs that the program will be reporting on. There can be up to 4 Supplemental Outputs per program if required. Overwrite the Supplemental Output cell with the name of the performance measure output and then enter the City Goal and the Other Funding Goal. Complete the calculation, responsibilities, definitions, data source, and reporting sections for each Supplemental Output that will be measured before proceeding to the next section.

Outputs - Supplemental:			
Supplemental Output 1:			**Calculation Method**
City Goal:			
Other Funding Goal:			
Total Program Goal:	**0**		
Supplemental Output 2:			**Calculation Method**
City Goal:			
Other Funding Goal:			
Total Program Goal:	**0**		

PRODUCTIVITY OUTPUTS:

Currently the only programs that will use the Productivity Output are those that deal with housing. The goal is typically a measure of days between a client entering a housing program and the day they exit into housing. This is tracked by an agency throughout the year and only reported during the 4th quarter period. If a Productivity Goal is to be used, overwrite the Productivity Goal Description cell with the measure desired and then enter the goal as a number only. Enter the additional measurement information in the same manner as the other output measures.

Productivity Outputs:			
Productivity Goal Description:			Calculation Method
Productivity Goal:			
Productivity Goal Description:			Calculation Method
Productivity Goal:			

OUTCOMES – CITY BUSINESS PLAN MEASURES:

The City Business Plan Outcomes are pre-defined performance metrics that are a measure of a program's success. The success rate is determined by a numerator and denominator for a given metric. An example would be the percentage of individuals obtaining employment through a program. In order to determine how successful an agency is at helping individuals to find employment the total number of clients who entered and then exited the program would be compared to the number of those exiting who had obtained employment.

Outcomes - City Business Plans:		
Outcome City Business Plan	Outcomes - City Business Plan	Total Program Goal (As entered into PartnerGrants)
Please Select		
Please Select		
Please Select		
Please Select		
Please Select		
Please Select		

To enter the desired outcome measure, click on the input field that reads "Please Select" and choose the desired measure from the drop-down menu. Once selected, the two additional fields below it will auto-populate with the correct measures.

With the City Business Plan Outcomes selected, enter the Total Program Goal (not just City goal) outcome numbers for the numerator and denominator and the success rate percentage will be automatically calculated. It is important to remember that, for these measures, the top number (numerator) will always be either equal to or smaller than the middle number (denominator). The outcome success rate is calculated by dividing the numerator by the denominator.

Outcomes - City Business Plans:		
Outcome City Business Plan	Outcomes - City Business Plan	Total Program Goal (As entered into PartnerGrants)
2Ai	Number of individuals obtaining employment	20
2Ai	Number of individuals exiting the program	28
2Ai	Percent of individuals obtaining employment	71.43%

Repeat the steps for all City Business Plan Outcomes and fill out the additional measurement information.

SUPPLEMENTAL OUTCOMES:

Supplemental Outcome measures are the same as the City Business Plan measures except that the measurements must be manually entered as they are program-specific and not part of the City's pre-defined performance measures. To enter a supplemental outcome, select the input cell that reads "Input Measure Here" and then enter the information for the numerator, denominator, and a description of the success rate. Enter the numerator and denominator goals under the Total Program Goal column; the success rate will be automatically calculated. Enter the required additional measurement information for each of the Supplemental Outcomes. Once the Supplemental Outcome section has been completed, the document is ready to be saved and sent back to the contract manager for review.

Supplemental Outcomes		
Supplemental Outcomes	**Outcomes Supplemental - If any (As entered into PartnerGrants)**	**Total Program Goal**
Supplemental #1 Numerator	Input Measure Here	
Supplemental #1 Denominator	Input Measure Here	
Supplemental #1 Success Rate	Input Measure Here	

QUARTERLY PERFORMANCE REPORTING:

WHERE TO FIND THE NEW QUARTERLY PERFORMANCE REPORTING TOOL:

After the negotiation process has completed and an agency's information has been put into the PartnerGrants system, the Performance Measurement and Quarterly Reporting combined tool will be available under the Program Performance Measures section on the Grant Components screen in PartnerGrants. If there is any difficulty finding the correct screen or file, an agency can also request a copy of the reporting tool via email to the program's contract manager. Once the combined tool has been opened, all extraneous rows should have been removed, leaving an agency with only the information needed for their program.

QUARTERLY REPORTING:

GENERAL INFORMATION SECTION:

The quarterly reporting sections are listed as worksheets Q1 through Q4 and have been formatted to resemble the layout more closely in the PartnerGrants system and to assist with calculating the year-to-date client totals for each output and outcome. The first section is for general information and contains basic instructions on what the report should show – which is that the Status Report Type is Quarterly Performance. The Report Period section should be completed with the date the report is starting from and the end date for the report.

General Information:	The Status Report Type is Quarterly Performance				
Report Period:	10/1/2019	12/31/2019			
	From Date	*To Date*			

UNDUPLICATED CLIENTS SERVED:

Enter the number of unduplicated clients served in the quarter; the adjusted number is for any previous corrections that may be needed from earlier quarters. In Q1 the adjusted number is the count of all unduplicated clients from Q4 of the previous program period that are still enrolled in the program at the start the new contract period – this is typically called the carry-forward or roll-over number. If a program is new and has never reported performance before, the Adjusted Number section will be left blank, the Unduplicated Clients YTD section will automatically calculate the number that should be typed into PartnerGrants.

Unduplicated Clients Served:					
This Quarter:	193				
Adjusted Number:	47	250	<-Quarterly Goal		
Unduplicated Clients YTD:	240	250	<-YTD Goal	-4.00%	<-YTD Variance
No Variance Explanation Required					

The example shown is for Q1 and shows an agency with an unduplicated client output goal of 1000 for the year. The quarterly goal is listed as well as the year-to-date goal for reference – these numbers are pulled from the PMDT worksheet. The worksheet compares the YTD client count to the YTD goal and lists the YTD Variance for the program. In this case the YTD Variance is -4%, which is within the +/-10% goal; as a result, the section below the YTD client count states that "No Variance Explanation is Required" and can be left blank on the form and in PartnerGrants. If the variance is over +/-10% then the line below the YTD count will indicate that a variance explanation is needed and should be entered; this can later be copied and pasted into PartnerGrants.

Unduplicated Clients Served:					
This Quarter:	200				
Adjusted Number:	76	250	<-Quarterly Goal		
Unduplicated Clients YTD:	276	250	<-YTD Goal	10.40%	<-YTD Variance
YTD Variance Explanation:					

SUPPLEMENTAL OUTPUTS:

Supplemental Outputs are entered in the same manner as the Unduplicated Clients Served, with the number being reported for the quarter plus the adjusted number for either Q4 roll-over clients or corrections from previous quarters.

Outputs - Supplemental:	Click on the Output Description if applicable and enter information for this quarter and any adjustments for previous quarters or carry-forward clients in Q1, click Save after each is completed and repeat the process until all Supplemental Outputs have been entered				
Case-managed clients in shelter					
Output - This Quarter:	113				
Output - Adjusted:	15	125	<-Quarterly Goal		
YTD Output:	128	125	<-YTD Goal	2.40%	<-YTD Variance
No Variance Explanation Required					

PRODUCTIVITY OUTPUTS:

Productivity Outputs are only reported during the 4th quarter and should be left at 0 for all other quarters. If there is a variance of greater than +/-10%, the worksheet will indicate that an explanation of the variance is needed; if it is within the +/-10% then it will state that no explanation is required.

Productivity Outputs:	Click on the Productivity Output Description if applicable and enter information in only for Q4				
Average days from client intake to housing move-in date					
Productivity Actual:	78.2	90	<-YTD Goal	-13.11%	<-YTD Variance
Explanation of Variance:					

OUTCOMES – BUSINESS PLAN AND SUPPLEMENTAL:

For all outcomes, you will enter the numerator and denominator for each measure for the quarter and then add any adjustments that may be needed under the numerator and denominator adjusted columns. In the example shown, the number of households that transitioned out of homelessness into housing was 80, the number that exited the program to any destination was 120, the adjusted numbers were for 7 additional clients that had transitioned into housing the previous quarter but had not been reported against a total of 18 clients who were either housed or had exited the program that were not counted in the last quarterly report. The quarterly numbers combined with the adjusted information gives a YTD total of 87 over 138 for a success rate of 63.04%, which is within the +/-10% variance of the overall goal of 70%, so the section informs the agency that "No Variance Explanation Required".

Outcomes City PMRU Plan	Click on the blue Issue Area link at the beginning of the row and then enter the required information and select Save, repeat until all Outcomes have been completed				
Percent of case-managed households that transition from homelessness into housing					
Numer - This Quarter:	80				
Denom - This Quarter:	120				
Numer - Adjusted:	7				
Denom - Adjusted:	18				
YTD Numer:	87	87.5	<-YTD Numerator Goal	70.00%	<-YTD Goal
YTD Denom:	138	125	<-YTD Denominator Goal	-9.94%	<-YTD Variance
No Variance Explanation Required					

QUARTERLY DEMOGRAPHICS:

The last section of the quarterly performance worksheets are the quarterly demographics and zip-code fields. These should be filled out completely and the YTD totals for each section should match the YTD total for the count of unduplicated clients. There are two columns in this section- one for all clients served during the reported quarter and one for all clients who were counted under the adjusted number for unduplicated clients served.

Quarterly Zip-Code and Demographics:	From the Components page, select the Quarterly Demographics link and then select the Edit option to begin entering the Demographics and Zip-Code data for all clients being reported on for the quarter, the number should equal the Unduplicated Clients Served count			
Age	**This Quarter Actuals**	**Revisions**	**Revised Numbers**	**YTD:**
Under 5			0	0
5 To 11			0	0
12 To 14			0	0
15 To 17			0	0
18 To 24			0	0
25 To 39			0	0
40 To 54			0	0
55 To 64			0	0
65 To 74			0	0
75 And Older			0	0
Age - Balance Not Specified			0	0
Total Age	**0**	**0**	**0**	**0**
Gender	**This Quarter Actuals**	**Revisions**	**Revised Numbers**	
Female			0	0
Male			0	0
Transgender Female			0	0
Transgender Male			0	0

EMERGENCY SOLUTIONS GRANT PROGRAMS:

For programs that report ESG Demographics information instead of the Quarterly Demographics and Zip-Code information, the process is the same with the exception that the Special Needs Population section may not match the totals for the other measures.

ESG Demographics	From the Components page, select the ESG Demographics link and then select the Edit option to begin entering the Demographics information for all clients being reported on for the quarter, the number should equal the Unduplicated Clients Served count			
Households	**This Quarter Actuals**	**Carry Forward, If Any**	**Revised Numbers**	**YTD:**
Adults			0	0
Children			0	0
Don't Know/Refused			0	0
Missing Information			0	0
Total:	**0**	**0**	**0**	**0**
Gender	**This Quarter Actuals**	**Carry Forward, If Any**	**Revised Numbers**	
Male			0	0
Female			0	0
Transgendered			0	0
Unknown			0	0
Total:	**0**	**0**	**0**	**0**
Age	**This Quarter Actuals**	**Carry Forward, If Any**	**Revised Numbers**	
Under 18			0	0
18-24			0	0
Over 24			0	0
Don't Know/Refused			0	0
Missing Information			0	0
Total:	**0**	**0**	**0**	**0**
Special Needs Population	**This Quarter Actuals**	**Carry Forward, If Any**	**Revised Numbers**	
Veterans			0	0
Victims of Domestic Violence			0	0
Elderly			0	0
HIV/AIDS			0	0
Chronically Homeless			0	0
Persons with Disabilities			0	0
Severely Mentally Ill			0	0
Chronic Substnace Abuse			0	0
Other Disability			0	0
Total:	**0**	**0**	**0**	**0**
Race	**This Quarter Actuals**	**Carry Forward, If Any**	**Revised Numbers**	
White			0	0
Blank or African American			0	0
Asian			0	0
American Indian or American Native			0	0
Native Hawaiian or Other Pacific Islander			0	0
Other Disability			0	0
Don't Know/Refused			0	0
Missing Label			0	0
Total:	**0**	**0**	**0**	**0**
Ethnicity	**This Quarter Actuals**	**Carry Forward, If Any**	**Revised Numbers**	
Hispanic			0	0
Non-Hispanic			0	0
Don't Know/Refused			0	0
Missing Label			0	0
Total:	**0**	**0**	**0**	**0**

SUMMARY PAGE:

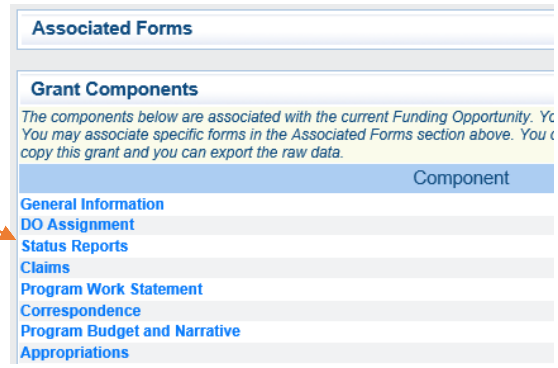
The final sheet of the revised performance Reporting tool is the Summary page. It pulls information from the Q1 through Q4 sections and gives an overview of program performance. This can be used to verify that the numbers reported match the internal numbers for an agency or can be an easier way of checking previous quarters' performance. All information on the summary sheet is automatically calculated and is for informational purposes only.

City of Austin Performance Percentage:	75.00%	This form will automatically update with information from Q1 through Q4					
Sample Program	Quaterly Goal	Q1	Q2	Q3	Q4	YTD	Yearly Goal
Unduplicated Clients Served:	250	276	252	123	250	901	1000
Supplemental Outputs:							
Case-managed clients in shelter	125	128	102	100	175	505	500
Productivity Outputs:							
Average days from client intake to housir	Not Used				83.4	83.4	90
City Performance Measures:							
1B	87.5	87	42	95	100	324	350
1B	125	138	66	105	150	459	500
1B	70.00%	63.04%	63.64%	90.48%	66.67%	70.59%	70.00%

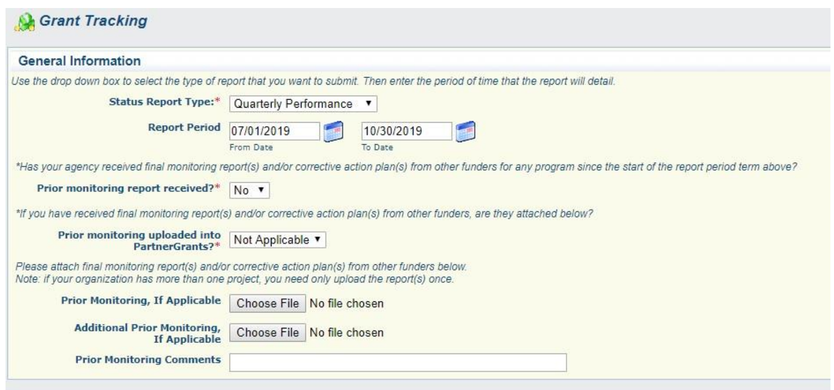
SUBMITTING QUARTERLY REPORTS IN PARTNERGRANTS:

CREATING THE QUARTERLY PERFORMANCE REPORT:

- With your Performance Reporting Tool open, go to the PartnerGrants website at PartnerGrants.AustinTexas.gov
- Enter your authorized User ID and Password to login
- On the main menu, select My Grants
- From the Agency Program page, under Grant Components, select **Status Reports**.
    - If a Status Report for the quarter has already been started you can select the Status Report number to open it and continue, if not, continue to the next step



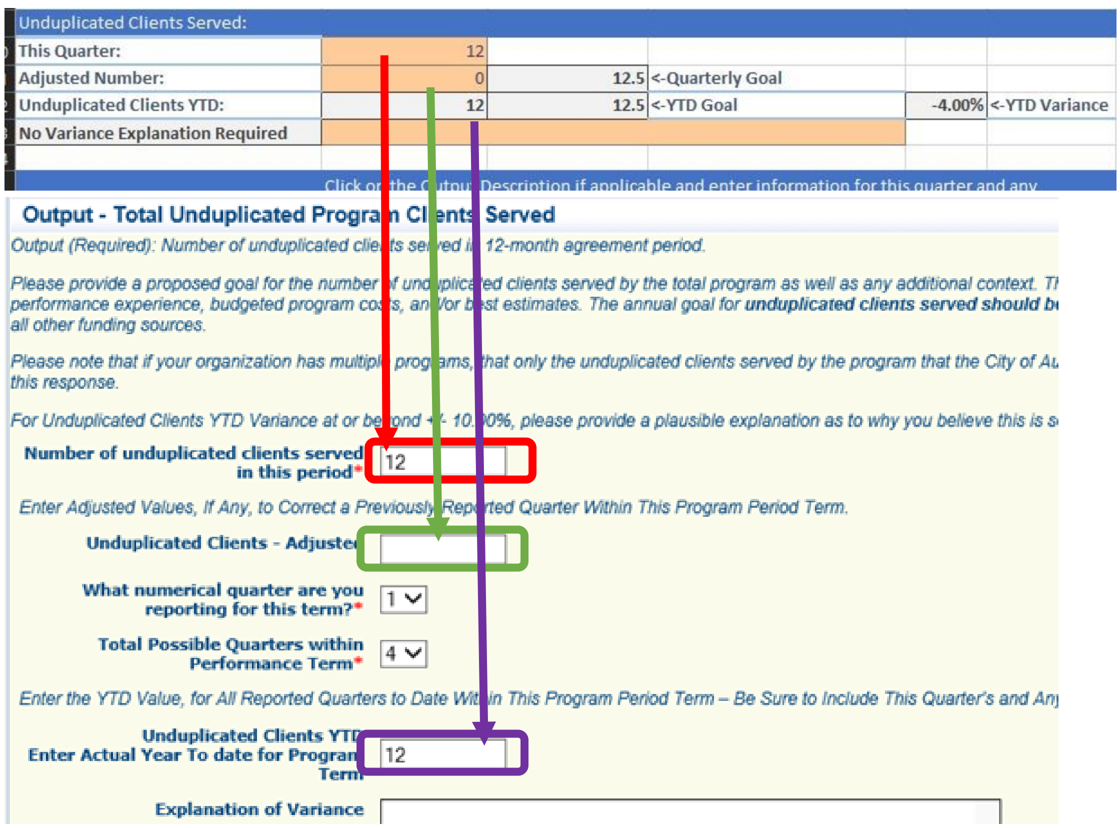
- Under Status Reports, select Add.
- The Grant Reporting screen will appear and the Report Status should be at Editing.



- Enter the due date for the report and select the type of report from the Status Report Type drop-down menu; for quarterly performance, the option to select is the Quarterly Report.
- Answer the Prior Monitoring Report Received drop-down question. If a prior report was received, it should be uploaded in the appropriate sections and the drop-down that asks if the Prior Monitoring report was uploaded into PartnerGrants should be changed to show that they have been added – Please add any additional comments as needed.
- Enter the Report Period for the selected report and then select Save to create the report.

EDITING THE QUARTERLY PROGRAM PERFORMANCE REPORT:

- Once the Quarterly Report has been created, the next step is to edit the information it contains.
- Select the Return to Components option from the top of the screen
- Select the Performance option under the Components section
- Under "Output – Unduplicated Program Clients Served", select the numerical quarter you are reporting (1, 2, 3, or 4) and enter the total possible quarters within the Agreement This should reflect your Performance Reporting Tool Excel sheet tab number. Be sure this is correct as it impacts PartnerGrants calculations



- If your Reporting Tool indicated that a variance explanation was required for the Unduplicated Number of Clients YTD variance, copy and paste what you wrote for the variance explanation under Explanation of YTD Variance in PartnerGrants.
- Scroll to the bottom of the page and upload the Performance Reporting Tool Excel document completed for the quarter under the Additional Performance Information section and the Performance Measure Definition Tool if it is not already pre-populated
- Scroll back to the top of the page and select Save

- Scroll back down to the Output and Outcomes sections. You will now be able to enter and edit the measures in your contract. Click on an Output/Outcome and enter the corresponding information from the Performance Reporting Tool Excel sheet.
- Only report approved Output/Outcome measures, and do not add any measures. The approved measures should already be displayed on this page.
- Once you have finished reporting an Output/Outcome and answered all the content on the page, click Save at the top.
- Once you are finished with all Outputs and Outcomes, review the results and make sure that all the results match your Performance Reporting Tool excel sheet.
- Once everything looks accurate, click Mark as Complete on the top of the page.
- Make sure there is a checkmark next to Quarterly Performance under Complete?

ADDING THE DEMOGRAPHICS INFORMATION:

Age	This Quarter Actuals	Carry Forward, If Any		Revised Numbers
Under 5				0
5 To 11				0
12 To 14				0
15 To 17				0
18 To 24				0
25 To 39				0
40 To 54				0
55 To 64				0
65 To 74				0
75 And Older				0
Age - Balance Not Specified				0
Total Age	0		0	0
Gender	This Quarter Actuals	Carry Forward, If Any		Revised Numbers
Female				0
Male				0
Transgender Female				0
Transgender Male				0
Gender - Balance Not Specified				0
Total Gender:	0		0	0
Ethnicity	This Quarter Actuals	Carry Forward, If Any		Revised Numbers
Hispanic or Latino				0
Not Hispanic or Latino				0
Ethnicity - Balance Not Specified				0
Total Ethnicity:	0		0	0

- Click on the Demographics link under Components section
- Refer to your Performance Reporting Tool Excel sheet to complete the Demographics section. Report the numbers in the blue column labeled This Quarter Revised/Combined [Enter in PartnerGrants].
- On the Demographics page, select Edit at the top of the screen to unlock the form and then enter the demographics information for the quarter being reported on
- Review and ensure that the numbers you are reporting mirror the Revised Numbers column of Demographics in your Performance Reporting Tool excel sheet.
- Click Save at the top of the page.
- PartnerGrants will calculate subtotals at the bottom of each Demographic. Make sure all the subtotals match what was entered in your Performance Reporting Tool excel sheet.
- Click Mark as Complete.

SUBMITTING THE QUARTERLY PERFORMANCE IN PARTNERGRANTS:

- Make sure all required sections have been marked as Complete
- Click the blue Submit to the right of Components
- Click OK to acknowledge that you will no longer be able to edit and that you are sending this for review. You have now finished submitting your Quarterly Performance.